

Employee FRONTLINE

A newsletter from the WA State Employee Assistance Program

Talking to a Smoker about Quitting (Again!)



Don't give up on helping a loved one quit smoking if he or she states they can't do it. View this defeatism as a normal attempt to eliminate anxiety associated with the need to quit. Stay positive and offer support for help in handling the stress, feelings, and mood changes of tobacco withdrawal. Avoid provocative nagging and preaching. It impedes motivation. Instead, show admiration for the person trying to quit. The

quality of your relationship plays a powerful role in whether you can influence a smoker to quit or offer effective support. If you sense difficulty, sometimes counseling in this area is the best first step.

Parenting and Teens - Tips to Consider

Once teens begin to date, shared loyalty with their peers can be a tough experience for parents. Don't fret. Your parenting role is still crucial. The task is to



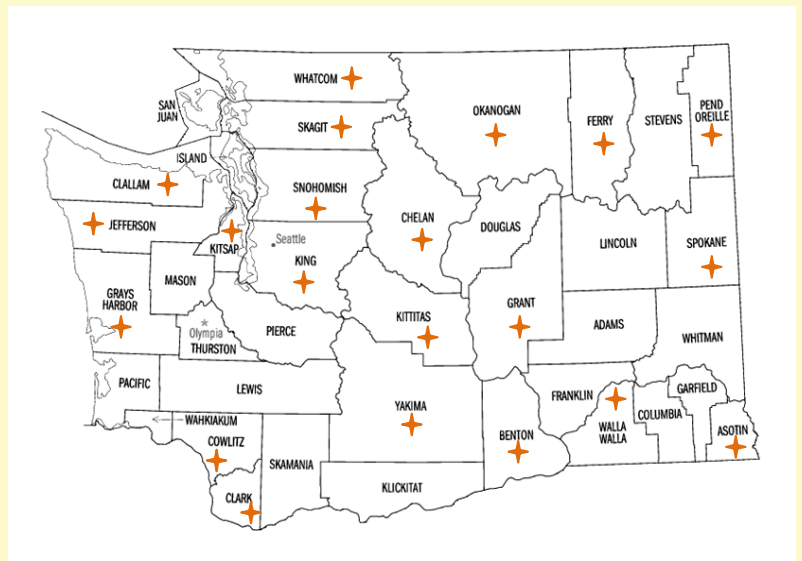
finesse your influence to maximize its impact. Let your teen know that he or she can talk to you at any time. Dating is learned, so when teen quarrels begin, listen and reflect; don't interrogate. You'll draw out more information and insert more wisdom. Don't harp and lecture about "the don'ts," but do set firm rules about curfews and boundaries.

WA State EAP Now Providing Services with Contracted Providers !!

EAP services are now offered by contracted providers in your area. For immediate service, call your EAP and receive a referral. The toll free number is 1-877-313-4455.

Contracted Provider services began in Asotin, Benton, Chelan, Grant, Kittitas, Walla Walla, and Yakima counties in 2009; Spokane County in 2010; and Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, and Whatcom counties in 2011. Snohomish, Skagit, Ferry, Okanogan, Pend Oreille, and King County will have contracted providers by 2013.

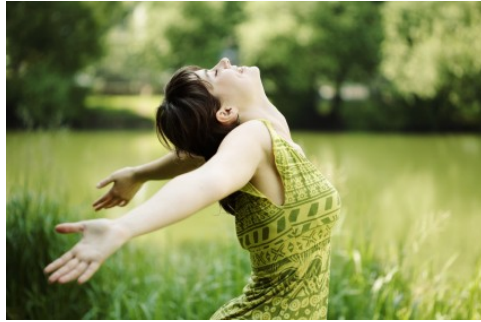
The map illustrates how EAP is covering the State with contracted provider services for your convenience. In addition, we offer services with EAP staff in our satellite offices of Tacoma, Tukwila, Federal Way, Everett, downtown Seattle, and in the Olympia office. We provide telephone consults on request. If you have any questions, please call.



Frontline Employee

What is Emotional Wellness?

Emotional wellness is just as important as physical health; in fact, it's difficult to achieve one without the other. But emotional wellness does not mean perpetual happiness. Emotional wellness is the ability to be aware of, express, and deal with emotions that we experience—anger, fear, disappointment, and many more. The goal of emotional wellness is to face these difficult and unpleasant experiences with a proactive attitude, rather than impulse-driven reactions that may create larger problems. To improve emotional wellness—like physical wellness—identify areas where you need improvement and target them to be worked on.



Helping Your Teenager Stay Safe on the Job



Recently, a young girl fell to her death at Yellowstone National Park; it was the first day of her new job. Most teenagers aren't working in national parks, but even a job at the mall can result in injuries. As a parent, you can influence where your child works and be aware of what activities comprise their workdays. The most common safety violation at work isn't using or being provided with safety equipment (hardhat, eye protection, etc.). A lack of fall prevention equipment is also a common violation. Ask if your teen is receiving the proper instruction necessary to stay safe. If you sense a safety-sloppy work environment, encourage a job with less risk.

Secrets of Building Your Reputation

If your project at work goes badly, others may recall it for a long time. However, if you exceed expectations, people's memories are often shorter. Don't be disheartened. This is a natural process. You're more likely to remember a bad haircut than a good haircut years afterward. To build your reputation, capitalize on your successes. Keep a record of each achievement, including details to mention at review time. Maintain a current résumé and add to it throughout your career. You may marvel at the number of stellar achievements that occur over the years. If your agency has an internal newsletter or intranet, it's worth a shot to request a write-up that can immortalize your achievement with a brief interview. Be sure to highlight the project and why it was a success for the organization. Offer your expertise as a knowledgeable, helpful coworker to others working on similar projects. Unconditional assistance to others is powerful stuff.



Responding Positively Under Pressure

How do you respond at work when under pressure? Although most people think of pressure as impossible deadlines or a sudden request to make an oral presentation to a large audience, more common job challenges can prompt highly visible and charged reactions. These work pressures sometimes incite emotions such as anger, alarm, or distress. Working under these emotions adds even greater challenges. Turn these moments into opportunities to demonstrate self control and cool leadership skills others will admire. Provocative event categories include crisis, criticism, and conundrums - problems that appear impossible to solve. The key is developing reflexes that allow you to take control of your emotional response so you can engage in rather than "flee," and lose control of a difficult situation. Engagement catapults you into problem-solving mode, while losing control produces a regrettable reaction and possibly greater problems. The case for being able to respond positively under pressure is the positive effect on your productivity. Knowing the value of self-control can help you practice "snatching the moment" when these events occur so you can learn to remain cool under pressure. Practice is key, and plenty of opportunities are on the way.

